



CIRCLE C AQUATICS PROGRAM POLICIES



PRIVATE & SEMI-PRIVATE SWIM LESSONS

- Ⓒ In order to register for this program, a Pool Tag/Guest Registration Form must be submitted and on file with Circle C Aquatics.
- Ⓒ All participants must abide by the Pool Standards, Policies, and Rules.
- Ⓒ Participants must check-in **by name** with the Front Desk Attendant upon arrival at the facility. Resident program participants **should** swipe their Pool Tag when visiting the facility for program use. Participants should arrive 5-10 minutes before the start of Lesson.
- Ⓒ The Front Desk Attendant can assist program participants with any questions upon check-in.
- Ⓒ Unused Lessons expire **12 months** after date of purchase.
- Ⓒ All Lessons are booked and canceled through the Front Desk by email (customerservice@ccswim.net) or phone (512-363-5578)
- Ⓒ Payment is required before scheduling lessons.

Lesson Cancellations

- Ⓒ Lessons may be cancelled or delayed by Circle C Aquatics due to weather, contamination, mechanical failure, instructor illness or facility incidents.
- Ⓒ Lessons cancelled by Circle C Aquatics within the first fifteen (15) minutes of the lesson time, the lesson will be rescheduled. If a lesson is cancelled by Circle C Aquatics after the first fifteen (15) minutes, the lesson is considered complete and will not be rescheduled.
- Ⓒ There are no make-up Lessons for Lessons missed by participants, unless the Lesson is cancelled by Circle C Aquatics.
- Ⓒ Please arrive on time; a ten (10) minute grace period will be given. The lesson is forfeited if the participant does not arrive within ten (10) minutes of the lesson start time.
- Ⓒ Switching instructors in the middle of a package of private lessons is permitted at the discretion of the Program Coordinator and Aquatics Director.
- Ⓒ A doctor's note must be provided for eligibility for re-scheduling a missed lesson.
- Ⓒ Cancellations must happen via the front desk twelve (12) or more hours in advanced to be eligible for rescheduling, either by email or phone (customerservice@ccswim.net 512-363-5578)

Refunds

- Ⓒ Used/scheduled Lessons from lesson packages cannot be refunded. Unused/unscheduled Lessons can only be refunded as system credit.
- Ⓒ Missed Lessons will not be refunded.